



## Useful Phone Numbers

### Help Line

Australia	+1-800-33-11-77
Canada	+1-800-665-4339

Europe	00-800-1810-1810
Mexico	+1-800-234-1185
United States	+1-800-955-0959

### Fellowes

Australia	+61-3-8336-9700
Benelux	+31-(0)-76-523-2090
Canada	+1-905-475-6320
Deutschland	+49-(0)-5131-49770
Espana	+34-91-748-05-01
France	+33-(0)-1-30-06-86-80
Italia	+39-071-730041

Japan	+81-(0)-3-5496-2401
Korea	+82-(0)-2-3462-2844
Malaysia	+60-(0)-35122-1231
Polska	+48-(22)-771-47-40
Singapore	+65-6221-3811
United Kingdom	+44-(0)-1302-836836
United States	+1-630-893-1600

## C-420C



Please read these instructions before use.  
Do not discard: keep for future reference.

Veillez lire ces instructions avant d'utiliser l'appareil.

Ne pas jeter : conserver afin de consulter les directives ultérieurement, en cas de besoin.

Lea estas instrucciones antes del uso.  
No las deseche: consérvelas como referencia futura.



1789 Norwood Avenue, Itasca, Illinois 60143-1095 • USA • 630-893-1600

[fellowes.com](http://fellowes.com)

Australia	Canada	Deutschland	France	Japan	Polska	United Kingdom
Benelux	China	España	Italia	Korea	Singapore	United States

## WARRANTY/GARANTIE/GARANTÍA

Our promise to you is quite simple. Fellowes shredders are built stronger, engineered to run longer, resist jams and power through large jobs. The Fellowes worry free warranty described below covers the performance of the product, provides for prompt service and support, plus a lifetime cutter warranty.

Limited Warranty: Fellowes, Inc. ("Fellowes") warrants the parts of the machine to be free of defects in material and workmanship and provides service and support for 3 years from the date of purchase by the original consumer. Fellowes warrants the cutting blades of the machine to be free from defects in material and workmanship for the lifetime of the shredder. If any part is found to be defective

Notre promesse est très simple. Les déchiqueteuses Fellowes sont fabriquées très fortes et elles dureront plus longtemps, résisteront aux blocages et fonctionneront pour les gros travaux. La garantie sans tracas de Fellowes décrite plus bas couvre la performance du produit, offre un service et un support rapides en plus d'une garantie à vie pour les lames.

Garantie limitée : Fellowes, Inc. (« Fellowes ») garantit que les pièces de l'appareil seront libres de tout vice de matériau ou de fabrication et offre service et support pendant une période de trois ans à partir de la date d'achat par le consommateur original. Fellowes garantit que les lames de coupe de l'appareil seront libres de tout vice de matériau ou de fabrication pendant la durée de vie de la déchiqueteuse. Si une pièce s'avère défectueuse durant la période de garantie, votre seul

La promesa que le hacemos es bastante simple. Las destructoras de Fellowes están fabricadas con más solidez, están diseñadas para funcionar más tiempo, son resistentes a atascos y procesan trabajos grandes. La garantía sin preocupaciones de Fellowes descrita abajo cubre el desempeño del producto y estipula un pronto servicio y soporte técnico, además de una garantía de por vida de las hojas de corte.

Garantía limitada: Fellowes, Inc. ("Fellowes") garantiza que las piezas de la máquina estarán libres de defectos de material y mano de obra y proporciona servicio y soporte técnico durante 3 años a partir de la fecha en que el consumidor original haya adquirido el producto. Fellowes garantiza que las cuchillas cortantes de la máquina estarán libres de defectos de material y mano de obra durante la vida útil de la destructora. Si se encuentra algún defecto en cualquiera de las piezas durante el período

during the warranty period, your sole and exclusive remedy will be repair or replacement, at Fellowes' option and expense, of the defective part. This warranty does not apply in cases of abuse, mishandling, or unauthorized repair. ANY IMPLIED WARRANTY, INCLUDING THAT OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, IS HEREBY LIMITED IN DURATION TO THE APPROPRIATE WARRANTY PERIOD SET FORTH ABOVE. In no event shall Fellowes be liable for any consequential or incidental damages attributable to this product. This warranty gives you specific legal rights. The duration, terms, and conditions of this warranty are valid worldwide, except where different limitations, restrictions, or conditions may be required by local law. For more details or to obtain service under this warranty, please contact us or your dealer.

et unique recours sera la réparation ou le remplacement de la pièce à la discrétion et aux frais de Fellowes. Cette garantie ne couvre pas les cas d'utilisation abusive, d'utilisation incorrecte ou de réparation non autorisée. TOUTE GARANTIE IMPLICITE, Y COMPRIS CELLE DE QUALITÉ MARCHANDE OU D'ADAPTATION À UNE UTILISATION PARTICULIÈRE, SE LIMITE PAR LA PRÉSENTE À LA DURÉE DE LA PÉRIODE DE GARANTIE APPROPRIÉE ÉTABLIE DANS CE DOCUMENT. En aucun cas, Fellowes ne sera tenue responsable de quelque façon que ce soit de tout dommage indirect ou consécutif attribuable à ce produit. Cette garantie vous donne des droits juridiques spécifiques. La durée, les modalités et les conditions de cette garantie s'appliquent partout au monde sauf dans les cas où différentes limites, restrictions ou conditions pourraient être exigées par la loi locale. Pour plus de détails ou pour obtenir un service sous cette garantie, veuillez nous contacter ou contacter votre concessionnaire.

de garantía, la única y exclusiva solución será la reparación o el cambio de la pieza defectuosa, a criterio y cuenta de Fellowes. Esta garantía queda anulada en casos de abuso, uso indebido o reparación no autorizada. POR MEDIO DEL PRESENTE, TODA GARANTÍA IMPLÍCITA, INCLUIDA LA GARANTÍA DE COMERCIABILIDAD O ADAPTABILIDAD PARA UN PROPÓSITO ESPECÍFICO, SE LIMITA AL PERÍODO DE DURACIÓN CORRESPONDIENTE DE LA GARANTÍA CONFERIDA ANTERIORMENTE. En ningún caso, Fellowes será responsable de cualquier daño, directo o indirecto, que pueda atribuirse a este producto. Esta garantía le confiere derechos legales. La duración, los términos y las condiciones de esta garantía son válidos en todo el mundo, excepto en los lugares donde la legislación local exija limitaciones, restricciones o condiciones diferentes. Para obtener más detalles o recibir servicio conforme a esta garantía, comuníquese con nosotros o con su distribuidor.

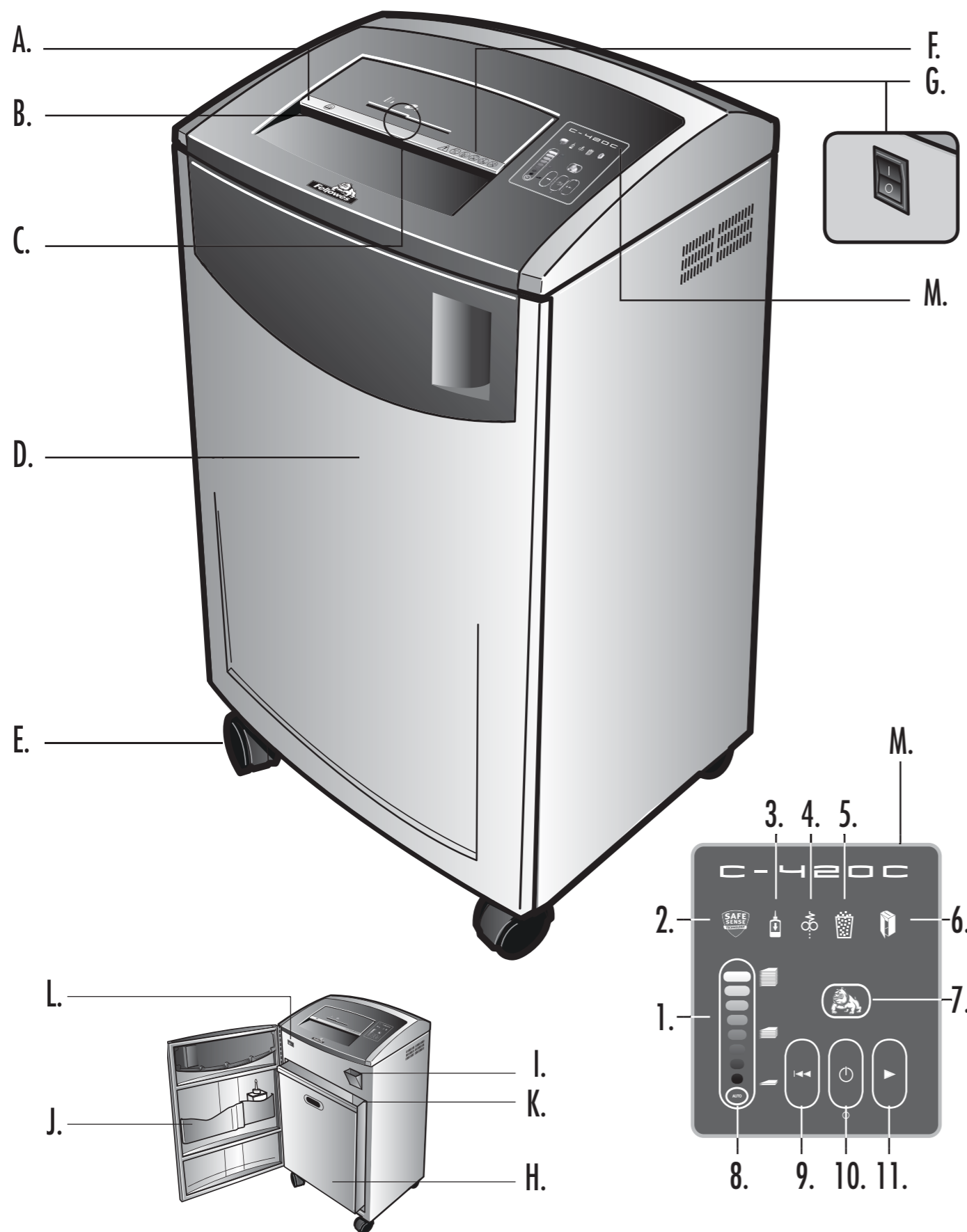
## DATE OF PURCHASE/DATE D'ACHAT/FECHA DE COMPRA

## SERIAL NUMBER/NUMÉRO DE SÉRIE/NÚMERO DE SERIE



Serial Number is located on inside of cabinet.  
Le numéro de série se trouve à l'intérieur du boîtier.  
El Número de serie está ubicado en el interior del gabinete.

Serial Number/Numéro de série/  
Número de serie



**KEY**

- |                          |                            |                                  |                            |                    |
|--------------------------|----------------------------|----------------------------------|----------------------------|--------------------|
| A. SafeSense® Technology | F. See safety instructions | K. Oil drain plug (inside)       | 3. Oil low indicator (red) | 8. Auto (blue)     |
| B. Paper entry           | G. Disconnect power switch | L. SafeSense® override switch    | 4. Paper jam (red)         | 9. Reverse         |
| C. CD/Card entry         | H. Basket                  | M. Control panel                 | 5. Bin full (red)          | 10. On/off (green) |
| D. Door                  | I. Oil reservoir           | 1. Sheet capacity indicator      | 6. Door open (red)         | 11. Forward        |
| E. Casters               | J. Accessory tray          | 2. SafeSense® indicator (yellow) | 7. Bulldog function key    |                    |

**CAPABILITIES**

**Will shred:** Paper, 80 column continuous form, credit cards, CD/DVD's, staples and small paper clips

**Will not shred:** Adhesive labels, transparencies, newspaper, cardboard, large paper clips, laminates, file folders, X-rays or plastic other than noted above

**Paper shred size:**  
Cross-Cut ..... 5/32" x 1-1/8" (3.9 x 30mm)

**Maximum:**  
Sheets per pass ..... 24-26\*  
CDs/Cards per pass ..... 1\*  
Paper width ..... 12"/300mm

\*8.5"x11", 20lb., (75g) paper at 120V, 60 Hz, 13.5Amps; heavier paper, humidity or other than rated voltage may reduce capacity. Recommended daily usage rates: 10,000 sheets per day, 500 credit cards; 50 CDs. 24-26 sheets per pass.

Fellowes SafeSense® shredders are designed to be operated in home and office environments ranging between 50 – 80 degrees Fahrenheit (10 – 26 degrees Celsius) and 40 – 80% relative humidity.

**ADVANCED PRODUCT FEATURES**

**Jam Proof System**  
Eliminates frustrating jams by preventing overloads and powering through misfed paper.

**TECHNICAL EXPLANATION**

- Sheet capacity indicator tells you when you have too many sheets or too few to maximize productivity
- Shredder will not operate when too many sheets are fed into paper entry (red light). Reduce sheet quantity and refeed
- If misfed, shredder will automatically adjust to power through or reverse out paper

**Auto Oil**  
Automatically oils the cutters to enhance performance and extend shredder life.

**TECHNICAL EXPLANATION**

- Add shredder oil to self-contained 12 oz. (355 ml.) reservoir
- Oil is automatically injected onto cutters approximately every 500 sheets or 20 passes at capacity
- Low oil indicator lights up when the oil reservoir needs to be refilled

**SafeSense® Technology**  
Stops shredder immediately when hands are too close to the opening.

**TECHNICAL EXPLANATION**

- Shredder will stop automatically and indicator will light up when hands are too close to the opening
- Shredder will resume normal operation when hands are no longer near the opening
- Flashing indicator warns when SafeSense® technology has been shut off

**⚠ WARNING: IMPORTANT SAFETY INSTRUCTIONS — Read Before Using!**

- Keep away from children and pets. Keep hands away from paper entry. Always set to off or unplug when not in use.
- Keep foreign objects – gloves, jewelry, clothing, hair, etc. – away from shredder openings. If object enters top opening, switch to Reverse (R) to back out object.
- Never use aerosol products, petroleum based lubricants or other flammable products on or near shredder. Do not use canned air on shredder.
- Do not use if damaged or defective. Do not disassemble shredder. Do not place near or over heat source or water.
- This shredder has a Disconnect Power Switch (G) that must be in the ON (I) position to operate shredder. In case of emergency, move switch to OFF (O) position. This action will stop shredder immediately.
- Avoid touching exposed cutting blades under Cross-Cut shredder head.
- Use only designated entry for CDs/cards. Keep finger away from CD hole.
- Do not put foreign objects in paper entry.
- The grounded socket-outlet shall be installed near the equipment and shall be easily accessible.

KEY

- |                          |                            |                                  |                            |                    |
|--------------------------|----------------------------|----------------------------------|----------------------------|--------------------|
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ADVANCED PRODUCT FEATURES



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TECHNICAL EXPLANATION



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**Auto Oil**

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TECHNICAL EXPLANATION



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Oil is automatically injected onto cutters approximately every 500 sheets or 20 passes at capacity



Low oil indicator lights up when the oil reservoir needs to be refilled



**SafeSense® Technology**

Stops shredder immediately when hands are too close to the opening.

TECHNICAL EXPLANATION



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Shredder will resume normal operation when hands are no longer near the opening



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• Use only designated entry for CDs/cards. Keep finger away from CD hole.

• Do not put foreign objects in paper entry.

• The grounded socket-outlet shall be installed near the equipment and shall be easily accessible.

## ADVANCED PRODUCT FEATURE MAINTENANCE AND TROUBLESHOOTING



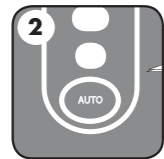
### JAM PROOF SYSTEM

Eliminates frustrating jams by preventing overloads and powering through misfed paper.

#### DISABLING THE FEATURE



Should you choose to disable the system, press and hold the bulldog and reverse (←) key at the same time



Once disabled, the blue Auto light is no longer illuminated (To re-engage, repeat step 1)



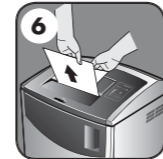
Shredding can continue with the system disabled, however a paper jam may occur with too many sheets



If jam occurs, press and hold forward (▶) key until the document is completely through the shredder



If not cleared, press reverse (←) briefly (repeat steps 4 and 5 until shredded)

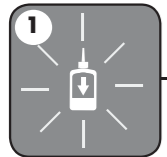


If steps 4 and 5 do not clear jam, reverse paper all the way out, remove several sheets and refeed

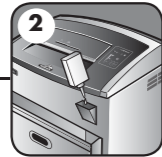


Automatically oils the cutters to enhance performance and extend shredder life.

#### REFILLING THE OIL



Low oil indicator will signal when your reservoir needs refilling



To maintain shredder performance, refill oil reservoir with up to 12 oz. (355 ml.) of shredder oil (Fellowes 35250)

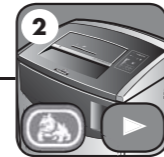


Once refilled, automatic oiling will resume

#### CLEARING THE OIL NOZZLES



Lift CD flap to clearly see cutters



Press the bulldog and forward keys at the same time



Oil will spray out of the nozzles confirming that they are working properly

- All cross-cut shredders require oil for peak performance. If not oiled, a machine may experience diminished sheet capacity, intrusive noise when shredding and could ultimately stop running. We recommend that you refill the Auto Oil reservoir as instructed to avoid performance problems.
- If shipping shredder, oil must be drained. Open oil reservoir, pull out basket to access oil drain plug. Holding suitable container under drain, remove plug and let oil drain out. Replace plug.



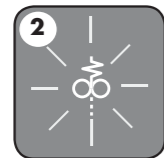
### SAFESENSE® TECHNOLOGY

Stops shredder immediately when hands are too close to the opening.

#### DISABLING THE FEATURE



Should the SafeSense® indicator stay lit without touching the opening



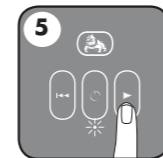
The shredder will simulate a jam and SafeSense® will need to be deactivated



To deactivate, shift override switch to the "not active" position



Once deactivated, the indicator will flash and the SafeSense® feature will not function



To clear paper, press and hold forward key until paper is shredded



Once the paper is cleared, reactivate the SafeSense® feature (To re-engage, see Operations)

## BASIC PRODUCT MAINTENANCE AND TROUBLESHOOTING

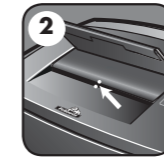
### CLEANING AUTO-START INFRARED SENSORS

Paper detection sensors are designed for maintenance free operation. However, on rare occasions the sensors may become blocked by paper dust causing the motor to run even if there is no paper present (Note: two paper detection sensors are located in the center of the paper entry).

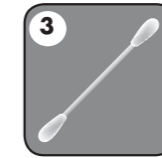
#### TO CLEAN THE SENSORS



Lift CD flap.



Locate Auto-start infrared sensor.



Dip cotton swab in rubbing alcohol.



Using cotton swab, wipe away any contamination from the paper sensors.

### PREVENTIVE MAINTENANCE

- Run shredder once a day in reverse for 15 seconds to clear cutters
- Empty wastebasket when bin full indicator light is illuminated using bag # 3605801

### ACCESSORIES

Maintenance is an important part of protecting your investment. Don't forget oil and shredder bags.

- C-420C Shredder plastic bag – #3605801
- Shredder oil – #35250

### PROBLEM STILL NOT SOLVED?

Fellowes is committed to giving our customers the support and service they deserve. That is why we offer several options for you to find technical information, step-by-step assistance and personal attention.

- [www.fellowes.com](http://www.fellowes.com) features an extensive on-line support section with a number of self-service options
- Our customer service professionals are dedicated to resolve any of your issues

Go to Support Section at [www.fellowes.com](http://www.fellowes.com) or see back page of manual for useful telephone numbers.